

To: Ostrander, David[Ostrander.David@epa.gov]
From: Hestmark, Martin
Sent: Wed 8/26/2015 6:31:38 PM
Subject: FW: public hotline for Gold King Mine release incident

Should we/you recommend Rebecca Broussard?

From: Hanson, Brooke
Sent: Wednesday, August 26, 2015 10:55 AM
To: Edlund, Carl
Cc: Manzanilla, Enrique; Hestmark, Martin; Grantham, Nancy; Gray, David; Halliday, Zana; Talton, Anthony; Crossland, Ronnie; Webster, Susan; Smith, Monica; McCorkhill, Michael
Subject: RE: public hotline for Gold King Mine release incident

Thank you for the contact!

There are not currently any outstanding follow-up questions for R6.

From: Edlund, Carl
Sent: Wednesday, August 26, 2015 12:53 PM
To: Hanson, Brooke
Cc: Manzanilla, Enrique; Hestmark, Martin; Grantham, Nancy; Gray, David; Halliday, Zana; Talton, Anthony; Crossland, Ronnie; Webster, Susan; Smith, Monica; McCorkhill, Michael
Subject: RE: public hotline for Gold King Mine release incident

We would like our contact going forward to be Ms. Zana Halliday [214-665-8363]

If there is **any** existing backlog of calls please let me know asap.

From: Edlund, Carl
Sent: Tuesday, August 25, 2015 7:48 PM
To: Hanson, Brooke

Cc: Manzanilla, Enrique; Hestmark, Martin; Grantham, Nancy; Gray, David
Subject: Re: public hotline for Gold King Mine release incident

Thank you Brooke for your note. I thought that we responded to Rebecca last Wednesday on contacts and will confirm that with my staff.

We are very concerned about responsiveness to the phone line and report that in our PolRep. I understand that of approximately 160 calls, 62 were R-6 responsibility and that we had responded to 100% of these inquiries. (I don't have the actual numbers in front of me, this is what I recall from reading the PolRep).

If you have ANY calls that we have not responded to, please let me know. meanwhile, I will confirm our contacts.

Sent from my iPad

On Aug 25, 2015, at 6:03 PM, Hanson, Brooke <Hanson.Brooke@epa.gov> wrote:

Carl, Enrique, Martin,

I am coordinating EPA's public hotline for the Gold King Mine release incident in Durango. SRA, a contractor managed out of HQ, is now answering/responding to as many calls as possible using a script developed by Area Command and approved through headquarters. However, we need a contact in R6, R8, and R9 who can follow-up, as appropriate, on public calls from the respective regions where SRA is unable to respond. The hotline is scheduled to be available to the public for the next two years, although we do not anticipate a large call volume.

Can you please send me a contact from each of your regions who can respond to the outstanding calls? I can provide access to the SharePoint call log that R6 set up, so everyone can check the log, respond as needed, and close out the requests in the log. To facilitate this, I will ask SRA to highlight calls needing regional follow-up as we move

forward.

Many thanks,

Brooke

Brooke Hanson

Communications Director

Office of the Chief Financial Officer

U.S. Environmental Protection Agency

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